

MARICOPA ASSOCIATION OF GOVERNMENTS  
CONTINUUM OF CARE PLANNING SUBCOMMITTEE  
MEETING MINUTES  
JULY 21, 2008

MEMBERS ATTENDING:

\*Theresa James, City of Tempe, Chair  
Robert Duvall, Community Information &  
Referral  
Dick Geasland, Tumbleweed  
Katie Hobbs, Sojourner Center  
Tim Cole for Deanna Jonovich, City of  
Phoenix  
\*John Landrum, The Salvation Army  
Nick Margiotta, Phoenix Police  
Department  
\*Ric Mason, Labor's Community Service  
Agency  
Elizabeth Morales, AZ Behavioral Health  
Corporation  
Linda Mushkatel, Maricopa County  
Darlene Newsom, United Methodist  
Outreach Ministries  
\*Amy Schwabenlender, Valley of the Sun  
United Way  
+Laura Skotnicki, Save the Family  
Michelle Thomas, YWCA  
\*John Wall, CASS  
Lisa Wilson, City of Mesa  
Margot Cordova for Diana Yazzie Devine,  
Native American Connections

OTHERS PRESENT

Terry Araman, LDRC  
Jessica Berg, LDRC  
Donna Bleyle, U.S. Vets  
Brad Bridwell, U.S. Vets  
Elizabeth Cranmer, Area Agency on Aging  
Geoff Davis, SBH  
Marilyn J. Fall, RIAZ  
Becky Franko, City of Phoenix  
Christy Gibbon, HBYS  
Victoria Gresham, MAG  
+Joyce Gross, Town of Buckeye  
Terri Leveton, Phoenix Rescue Mission  
Mike Levy, NOVA  
Gail Loose, Tumbleweed  
Mattie Lord, ADES  
+Nancy Marion, House of Refugees  
Brande Mead, MAG  
Dottie O'Connell, CPLC  
Marlena Pina, The Salvation Army  
Keith Thompson, Phoenix Shanti  
Eugenio Munoz Villafane, Vista De Camino  
Tiffany Whitaker, SBH

\*Those members neither present nor represented by  
proxy.

+Present by audio or videoconference.

1. Call to Order and Introductions

The meeting was called to order at 2:12 p.m. and introductions ensued.

2. Approval of the April 28, 2008 Meeting Minutes

Brande Mead, MAG, called for approval of the April 28, 2008 meeting minutes. Robert Duvall, CI&R, made a motion to approve the minutes as presented. Elizabeth Morales, ABC, seconded the motion and the minutes were approved unanimously.

3. Call to the Audience

Ms. Mead asked if anyone in the audience had any comments regarding items on the subcommittee agenda or otherwise.

Terri Leveton, Phoenix Rescue Mission, commented she had brought brochures for the Changing Lives Center. Ms. Leveton explained that the center will be breaking ground this summer and hopes to accept families in late fall of 2009.

#### 4. 2008 Heat Relief Planning Update

Ms. Mead introduced Becky Franko, City of Phoenix, who provided an update on the City of Phoenix Heat Relief efforts. Ms. Franko explained the Heat Relief Network is in its third year and includes faith-based, community-based, and government organizations. The network is a three pronged approach for hydration stations, heat refuge and wellness checks. Organizations and other community members can participate through donation or volunteering. Ms. Franko stated the 2008 network held its initial planning meetings on March 27 and April 24 followed by Mayor Gordon's call for water. The network is scheduled to meet again on August 28 at 8:00 a.m. She said the meetings have been well attended, with over 80 individuals present at the meeting held on April 24.

Ms. Franko explained the information in the folder that she provided as a handout. The packet included agendas and materials from presenters at network meetings and an application to get involved. Organizations could submit applications to show their desire to participate as a hydration site or refuge area. Ms. Franko stated 2008 was the first year the network maps have been posted on the AZ211 website, along with MAG, City of Phoenix, and Maricopa County websites. On AZ211, individuals can search the maps by zip code. Participating organizations in the network are encouraged to replicate the maps. Ms. Franko then explained there are 13 hydration stations, 29 refuge sites and 44 collection/donation sites in the city of Phoenix with an additional eight Salvation Army locations that open during extreme heat advisories.

Ms. Franko stated community support has been phenomenal. The City of Phoenix has distributed 150,000 bottles to over 30 organizations and received \$1,325 to purchase additional bottles of water. Currently the city is storing excess bottles at St. Mary's Food Bank and the supply is distributed on an as needed basis. Phoenix has also been able to divert their supply to other neighboring cities.

Ms. Mead noted there have been over 1,000 hits on the MAG website regarding the network maps. She said AZ211 has also received over a couple of thousands hits on their website regarding heat relief information. Ms. Mead stated the heat relief network has been a valley wide effort and thanked the many participants for their efforts. She asked if members could identify any gaps or have any suggestions for the coming year to please contact her by email or phone.

Ms. Franko concluded by noting the potential development of performance measures for the network. She said there is the ability to come up with data on the number of people who are actually served and the types of services that are actually being provided by each site. Ms. Mead agreed the performance measures would be helpful to assess the impact of the network. Ms. Mead commented on the great job the City of Phoenix and Ms. Franko has been doing.

## 5. Regional Plan to end Homelessness Update

Brande Mead introduced Victoria Gresham, MAG Intern, who provided an update on the progress of the Regional Plan to End Homelessness to include an update on Appreciative Inquiry Interviews and discussion on what's working in the community. Ms. Gresham explained two different aspects that will be included in the Regional Plan to End Homelessness in order to tailor the plan to Maricopa County. She stated the first item will be the "What's Working in the Community" template that is used by service providers to point out programs that are currently working well within the region. The programs will be included in the plan to serve as a guide of successful ideas in Maricopa County.

Ms. Gresham stated the second item will be the Appreciative Inquiry Client Interviews. She said these interviews are for individuals who are currently homeless, and those currently in permanent housing. MAG has received 29 interviews and has done some preliminary trend analysis. Ms. Gresham said top responses from homeless clients as to what affects success included personal attitude, and personalized staff support from service providers. When asked what it would take to end homelessness in Maricopa County, homeless clients responded primarily with more jobs, education/skills training, and more programs that assist more people. Ms. Gresham said several quotes were collected from the interviews and will be used in the plan in order to give the homeless of Maricopa County a more distinctive view.

Ms. Gresham encouraged committee members to fill out both the client interviews and the 'What's Working in the Community' template. She asked that everyone please return their information by Friday, July 25. Darlene Newsom, UMOM, asked if the July 25 was a final due date. Ms. Mead responded that the Friday is technically final because the stakeholders group will be reviewing all templates and interviews on that date. She added a few late interviews will also be accepted.

Laura Skotnicki, Save the Family, asked if the interviews should be emailed directly to Brande Mead. Ms. Mead replied they could either be emailed or faxed to her. Elizabeth Morales, ABC, inquired on who the 'What's Working' Template is geared towards. Ms. Mead responded the template is for current service providers and should be passed to others who may not be a part of the planning process.

Ms. Mead then went on to discuss the Brown Bag Training Survey. She mentioned the planning subcommittee will be responsible for coordinating the training sessions. The planning process for the trainings will be in collaboration with the Arizona Coalition against Homelessness and the Arizona Coalition to End Domestic Violence. Ms. Mead asked subcommittee members for comments on different types of training or if they approved of the phrasing in the survey draft. Ms. Mead stated the need to start planning training sessions at the next subcommittee meeting.

Nick Margiotta, Phoenix Police Department, inquired on the location of the trainings. Ms. Mead said they would probably be held at MAG, but they could be moved out into the community as necessary. Jessica Berg, LDRC, asked if the trainings are open to any

service providers. Ms. Mead replied they would be open to anyone in the community who would like to participate. She then explained the need to get feedback from the survey by Wednesday, July 23 so the survey could be sent out to the committee and other providers.

Ms. Mead gave a brief overview on the progress of the Regional Plan to End Homelessness. The plan is still in draft form but the Continuum of Care has voted to recommend approval of all the goals and action steps. Ms. Mead asked for additional feedback from subcommittee members. She stated the stakeholders group meets Friday, July 25 at 10:00AM and will be collecting information from the A.I. interviews and the “What’s Working” templates. She said the meeting is open to anyone who is interested.

#### 6 2008 HUD McKinney Vento Application

Brande Mead, MAG, lead a discussion on the 2008 local HUD application process with the group. Ms. Mead provided an update on the HUD application release of the general section on July 10, 2008, the tentative local application time line, and the 2008 process for determining unmet need. Ms. Mead stated HUD has released the general section of the Super NOFA; the first HUD training date is on Thursday, July 24. The training is primarily on the e-snaps system. Ms. Mead encouraged all applicants to attend the training session and note applicants can log on to the HUD website and watch training on personal computers or attend training sessions in person.

Ms. Mead said the training will include information on the 2008 NOFA, what’s new in the 2008 NOFA, the two types of new funding opportunities and information about safe havens. The training will go over Exhibit One and Exhibit Two. More information is available at [www.hud.gov](http://www.hud.gov). Ms. Mead suggested subcommittee members go to the HUD information resource exchange at [www.hudhre.info](http://www.hudhre.info). Applicants can log onto the training webcast from that location.

Ms. Mead stated the application is not online yet. HUD has a tentative deadline posted for September 15, 2008 and depending on the release date of the application the deadline may be pushed back. Ms. Mead will be putting out local information after the Thursday training. She mentioned to committee members that they will receive an email with the local process and local deadlines and assured members that the Maricopa County Continuum of Care is already registered in the e-snaps program online.

Elizabeth Morales, ABC, asked about the timeline for the local process. Ms. Mead responded it will hopefully be worked out after the training. Ms. Mead said at this time members should be able to view the electronic forms. It is most likely applicants will not be turning in hard copy and instead will only be filling out online forms. She said MAG will be reviewing the forms online. Ms. Mead also stated the ranking and review process will also be electronic through the EC Impact system. This component will be filled out online as well. Additional information will be provided after the webcast.

Ms. Mead described the Unmet Need and Gaps Analysis Process explaining the Continuum of Care goes through a process each year to determine need for transitional and emergency shelter. Last year, some thought the process went well and others thought there could be improvement. Ms. Mead asked subcommittee members for discussion to determine the needs of the process. She pointed out HUD has a formula they recommend to use, but the Continuum has not used it in the past. The HUD Formula is basically taking the number of people in need (point in time count) and subtracting the number of beds in the community to determine total unmet need in each category. HUD recommends using the street and shelter count and information from the housing inventory chart. This also requires the observation of vacant beds in the community. She said this would be added as a question in the supplemental application. Providers would have to estimate what percent of their clients would move into emergency shelter, transitional housing, or permanent supportive housing.

Linda Mushkatel, Maricopa County, inquired what the criteria would be in order to assess the percentage. Ms. Mead responded that a survey, group discussion, or question to individual providers would suffice. Ms. Mushkatel explained that she was worried about the duplication between the counts of each provider. Ms. Morale inquired on the current process. Ms. Mead replied last year, the homeless street count, shelter count, and information from HMIS and CONTACS shelter hotlines were used to determine unmet need. Bob Duvall, CI&R, mentioned also looking at CONTACS, evictions, forcible detainers, and other factors. Ms. Morales stated the calculation would be hard to do for most providers because they operate at capacity. She feels the current process from last year looks at much more.

Ms. Mead clarified numbers from the men's and women's overflow shelters, unmet need from CONTACS, unduplicated clients from CONTACS and HMIS data for clients in emergency, transitional, and permanent shelters were used last year to determine unmet need along with emergency shelter beds for victims of domestic violence. Ms. Mushkatel asked what the criticisms of the methodology from last year were. Ms. Mead noted some felt the final numbers were based more on provider needs rather than on the data presented. Ms. Mead stated she is open to feedback and comments, or additional information that should be looked at.

Mr. Margiotta asked if HUD is concern on which process is being used to determine need. Ms. Mead said HUD uses its formula as a guide, but it's not required. She said whatever process is used has to be explained and written up in the application. Mr. Margiotta agreed that much of the process and final numbers are based on the group discussion but felt that it was important. He indicated he would be fine with using the formula or sticking to the method used last year

Ms. Skotnicki commented the change would be difficult because of the definition of vacant, especially for transitional housing. She approved of the current process in place. Ms. Mead clarified consensus from subcommittee members is to stick with the current process. It was agreed the process used in 2007 was appropriate and the same process should be used in to determine the 2008 unmet need.

Ms. Mead stated the first Gaps Analysis Meeting will be Monday, August 18<sup>th</sup> at 2:00pm. She will compile the different data items that have been looked at in the past collected for the meeting. Ms. Mead noted another meeting could be arranged if there is a need. However, she wants to cut down to one meeting, instead of two with the data already determined before August 18.

#### 7 Magellan's Inter-Agency Workshop

Brande Mead introduced Nick Margiotta, City of Phoenix Police Officer, who provided information on an Inter-Agency Workshop planned for July 31, 2008. Mr. Margiotta explained the initiative is being offered by Magellan and is a great opportunity. He noted however, Magellan is not required to hold the workshop. Magellan Inter-Agency Committee has done the workshop to mainly talk about Regional Behavioral Health Authority (RBHA) behavioral health programs. The group will hold three meetings every three months as a work group. The focus will be on the RBHA and on breaking down barriers. He explained Magellan will help facilitate the gathering of the information and will continue fostering collaborations down the road.

Mr. Margiotta said the workshop is not exactly a homeless initiative but behavioral health does touch a large amount of all clients. There are three meetings scheduled so far with the point being to learn more about what is available in our communities and the RBHA system. Magellan wants to acknowledge each service provider, who they are and what they provide. Mr. Margiotta noted further collaboration could be available in the future. Magellan is looking to find out what service providers need to know about RBHA, what the system provides and how to make it less confusing. Mr. Margiotta said there are numerous examples of necessary collaboration and felt it necessary to identify the problem, identify the need, and then put players together who can collaborate and solve the problem. He stated the workshop is simply an invitation to explain what is not understood between the systems and the different providers.

Ms. Leveton commented the Magellan faith-based community group has been continued and asked if there has been a connection with that group. Mr. Margiotta asked if Ms. Leveton would forward an email and an invitation to the Inter-Agency Workshop to all providers and the faith-based community.

Mr. Margiotta encouraged members to attend the workshop on Thursday, July 31, 11:00 a.m. at the ASU downtown campus. Ms. Mead noted the workshop fits with action step 12 of the Regional Plan to End Homelessness which mentions the creation of a user guide to service providers. Ms. Mead explained the user guide should be completed by FY 09. Mr. Margiotta commented part of the difficulty is convincing the behavioral health system of the value of the collaboration, which is why it is incredibly important for providers to attend the workshop.

#### 8. Comments from the Committee

Nick Margiotta, Phoenix Police Department mentioned the dates for the Statewide Conference on Homelessness are scheduled for October 27-28, 2008.

Brande Mead, MAG, noted the Tempe Project Homeless Connect will be Friday, July 25. She stated the project had previously been looking for volunteers and would still accept anyone who wanted to assist. She asked if anyone is interested in volunteering to contact her and she will forward the information on.

Elizabeth Morales, ABC, commented Theresa James received an award through the National Association of Housing and Redevelopment Officials for being the Employee of the Year and wanted to congratulate her for her achievement.

Darlene Newsom, UMOM, explained that UMOM is completing its capital campaign. UMOM is moving across the street to create 80 units of affordable housing and is partnering with ARP developments to hopefully break ground in the summer on units with one, two and three bedrooms.

Terri Leveton, Phoenix Rescue Mission, announced that the Changing Lives Center will include 66 apartment units with a version of housing first with services onsite. The center will also include 12 to 15 month recovery programs along with children's therapists.

Ms. Mead noted the Gaps Analysis Meeting will be on August 18. Other items may be included on the agenda. She restated everyone should try to make the August 18 meeting if possible.

#### 9. Adjourn

The next Continuum of Care Planning Subcommittee meeting will be on September 15, 2008, from 2:00 – 3:30 p.m. in the MAG Saguro Room. The meeting was adjourned at 3:14 p.m.